

Florida Power & Light Company

Residential Energy Survey Program Standards

Effective: September 01, 2025

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1. Program Overview

The Residential Energy Survey program is designed to educate customers on energy efficiency and encourage them to participate in Florida Power & Light Company's (FPL) Demand-Side Management (DSM) programs, as well as implement recommended energy-saving measures and practices that may not be included in FPL's residential programs. In addition to individual surveys, the program offers customer education on conservation measures through presentations at community events and local schools. The Residential Energy Survey program plays a crucial role in helping educate FPL customers on ways to reduce energy consumption and costs while supporting FPL's overall DSM efforts. The program assists customers in recognizing potential energy savings and helps identify candidates for other FPL DSM programs. By offering various channels for energy surveys and promoting energy efficiency education, the program ensures that all FPL residential customers, whether homeowners or renters, can benefit from improved energy efficiency and cost savings. Energy surveys are offered through the following channels:

- Home Energy Survey (HES): Conducted by an FPL representative at the customer's home, this in-person survey identifies opportunities for customers to improve energy efficiency and participate in other FPL DSM programs.
- Online Home Energy Survey (OHES): Customers can perform this self-service survey using FPL's online system, which provides personalized recommendations based on customer input.
- Phone Energy Survey (PES): Conducted by an FPL representative over the phone using FPL's online system, this survey provides similar benefits to the in-home survey but with added convenience.

2. Eligibility Requirements

- Customers must have an active FPL residential account.

3. Participation Requirements

- The survey must be performed by an FPL representative either at the customer's home, over the phone, or by the customer using FPL's online survey tool at FPL.com.

4. Incentives

- The program is free of charge to participants.
- Residential Energy Surveys identify opportunities for customers to receive financial incentives through other FPL residential programs.

5. Reporting Requirements

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's DSM Annual Report.

6. Disclaimers

- “The utility does not warrant or guarantee the audit findings or recommendations, nor is the utility liable as a result of the audit for the acts or omissions of any person who implements or attempts to implement those conservation measures recommended by the auditor” (Rule 25-17.003, Florida Administrative Code).
- It is the sole responsibility of the customer to determine whether any energy conservation measure is appropriate for their property and to manage any independent contractor that is selected and hired by the customer.